

HOT time for literacy: Opportunities and Challenges

THERE IS A LOT HAPPENING around literacy this Summer, and more to come this Fall.

In July, Minister of State (Human Resources Development), Claudette Bradshaw went on the road to see how literacy plays out on the front lines. She spent the summer gathering information and perspectives to help build the comprehensive literacy strategy named in the federal budget of February 2005. Minister Bradshaw took a similar direct approach to

finding solutions for homelessness in 1999.

In addition to her cross-Canada tour, she has asked the seven national literacy organizations to provide a literacy community blueprint for action. She wants to know "What's it going to take?" In response, MCL and the other nationals are developing a "results-based action plan." It will be based on the National Literacy Action Agenda developed with and endorsed by the community over the past couple of years.

You'll find this 2002 document online at: <http://www.literacy.ca/govrel/agenda.htm>.

The plan is to move our earlier Literacy Action Agenda from vision to concrete steps. The new Action Plan is scheduled to be presented to the Minister in late September, and will be widely available after that. We hope it will be useful not only to government but to us as a field.

The seven national literacy organizations working on the Action Plan are:

- ▶ Movement for Canadian Literacy (MCL)
- ▶ La Fédération canadienne pour l'alphabétisation en français (FCAF)
- ▶ National Indigenous Literacy Association (NILA)
- ▶ National Adult Literacy Database (NALD)
- ▶ ABC CANADA Foundation
- ▶ Frontier College
- ▶ Laubach Literacy of Canada.

International Adult Learners Week (IALW) will also be celebrated in September, beginning on International Literacy Day, September 8. This year, the Canadian Commission for UNESCO is coordinating a more decentralized approach. This will allow government authorities and other organizations to schedule

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Building Sustainable Communities
Celebrate Adult Learners Week

www.adultlearning.unesco.ca



celebrations and activities throughout the year, as part of their own strategies to promote adult learning.

MCL has been working with the Canadian Commission for UNESCO because we believe that IALW is an important time to ensure that literacy is positioned on the continuum of lifelong learning. The official week of September 8–14, 2005 will launch materials and promote events taking place across the country in 2005–06. In the past, literacy organizations have participated in activities such as poster campaigns, open houses, literacy awards, learner readings, plays, reading festivals, mall displays, storytelling and much more.

Over the summer, the new Canadian Council on Learning (CCL) began hosting “development conferences” to lay the groundwork for five regionally-based Knowledge Centres that will address priority areas:

- Adult Learning (Atlantic Canada)
- Health and Learning (BC)
- Work and Learning (ON)
- Early Childhood Learning (QC)
- Aboriginal Learning (Prairies/Territories).

Each of the centres will be responsible for building a national network of experts and advising the CCL on priorities for research, knowledge mobilization, monitoring and reporting, and knowledge exchange in each domain. So far conferences on the first three have taken place with the latter two still to come. The CCL has determined that literacy is an issue that cuts across the work of all five priorities.

Literacy representatives who have attended these development conferences have found it a challenge to bridge our “world” to the worlds of quantitative research, academia, and the whole spectrum of learning (formal, non-formal and informal). However, literacy participation will be crucial especially if the Council comes to be seen as a definitive source on all kinds of learning. On the other hand, the vision and approach are so complex that an under-resourced field like ours may have trouble participating in spite of CCL’s

intention to be inclusive. Nonetheless, a number of brave literacy voices, including MCL’s have been at the table dialoguing with a wide range of representatives from the formal and informal learning sectors. For more information, visit the CCL website at www.ccl-cca.ca.

Later this Fall, MCL and its partners will celebrate the 12th annual Literacy Action Day. On LAD, literacy learners and practitioners from across the country come to Parliament Hill to meet with parliamentarians and senior government officials. Over the years this day has become a much-anticipated event, providing federal decision-makers with personal connections to the literacy issue. Our regular presence has succeeded in helping build awareness and political will.

Another major literacy event coming up this Fall is the release of the Canadian data from the International Adult Literacy and Lifeskills Survey. You may recall a small media flurry when the preliminary report was released in May (see also page 11). It looked at broad comparisons of literacy rates in 7 countries. The full report, to be released on November 9th, will feature a more in-depth breakdown by province and territory. From this analysis, a series of subject-specific monographs will be released over the months and years to come. There will be studies of literacy and its connection to age, health, language, and other demographic characteristics.

However you may feel about quantitative studies that don’t fully reflect the human dimensions, this survey has the potential to influence how literacy is seen and addressed in our country. As the second release date gets closer, MCL’s website will feature tools to help literacy groups and spokespersons make the most of this opportunity, to explore what the numbers mean and to ask our own questions.

MCL will continue to monitor, participate in and guide all of these important initiatives, honouring your valuable work, wisdom and experience.



Focus on Statistics

Measuring what counts



This spring's release of the Adult Literacy and Life Skills (ALL) survey reveals that too many Canadians—one in four—do not have the literacy foundation they need to keep pace with the ever increasing demands of today's information society.

Why does this matter? The ALL survey sheds light on the interconnections between literacy, economic success,

and other pressing social issues.

The ALL survey also highlights the widening divide between those at the top of the skills chain and those at the bottom.

People with low literacy skills are not the "problem." They are workers, parents and community members, doing the best they can with the resources and opportunities available to them. We have a lot to learn from people who navigate the world without the literacy foundation others take for granted.

The problem is that in the decade since the first international survey, not enough has been done to address the issue. We are still without a national system or strategy for adult literacy and basic education. Furthermore we haven't addressed the root causes of low literacy and other forms of educational disadvantage, like poverty.

There is one major initiative based on the premise that what we count matters, especially

when we seek to build a better nation. It's called The Canadian Index of Wellbeing (CIW).

According to the Honourable Roy Romanow, spokesperson for the CIW, the things we count and measure reflect our values as a society and determine what we see on the news, what we hear at the water cooler, and ultimately, what makes it onto the policy agendas of governments. He argues that our current focus on economic indicators such as our gross domestic product (GDP) or the Toronto Stock Exchange (TSX) can lead to skewed policy priorities.

"What's wrong is that when the single most influential national lens that we use to measure our progress and wellbeing as a country is confined to a narrow set of economic indicators, it sends inaccurate and even dangerous signals to policy makers."

In a speech delivered in May of 2005 to the United Way conference in Toronto, Romanow invites us to imagine what would happen instead if every time we heard about the GDP we also heard the results of another new and important index—a Canadian Index of Wellbeing. This index might:

- put a value on things like educational achievement, economic security, a clean environment and social equity
- distinguish between good things (like health and clean air) and bad things (like sickness and pollution)
- value caring and helping (ie. promoting volunteer work, supporting unpaid care, recognizing those who work with marginalized people) as "social goods" and would treat overwork and stress as "social deficits"

The Atkinson Foundation is currently developing the CIW as a powerful new measuring stick to provide Canadians with clear, valid and regular accounting of the things that matter to them and to the genuine progress of Canada. For more information visit: www.atkinsonfoundation.ca/ciw

More mind-boggling numbers

(adapted from the Voluntary Sector Forum)

There is a sector of our social, cultural and economic life in Canada that offers some mind-boggling statistics, especially when taken as a whole.

The sector was analyzed in the National Survey of Non-profit and Voluntary Organizations (2003). Statistics Canada has recently produced a summary of the findings called *Cornerstones of Community* where they show that if measured by its gross domestic product, or the value of the productive activity it generates, **the non-profit sector accounts for almost seven percent of this country's total economy**. That's \$57.5 billion dollars. Although the sector has not typically generated much media attention, this new analysis of the sector is now going to be tracked annually.

To put the findings in perspective, Statistics Canada indicates that the non-profit sector's GDP is "more than eleven times that of the motor vehicle manufacturing industry, over four times larger than agriculture, and over twice the value of the mining, oil and gas extraction industry. It is more than 50% larger than Canada's entire retail trade industry."

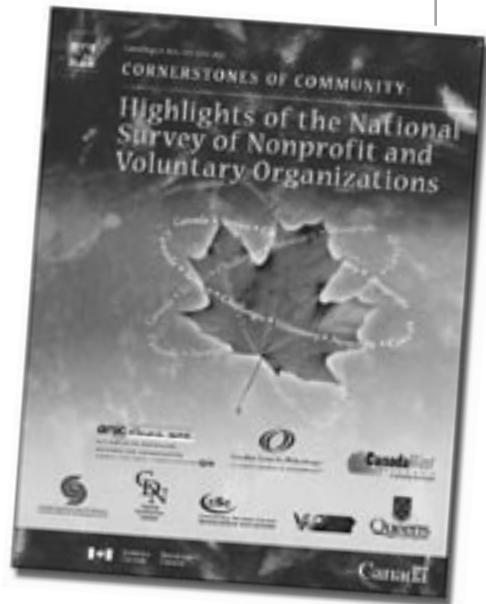
"There are two million paid employees in this sector. And if the hours of volunteer labour, on which this sector relies, were translated in to full-time jobs, there would be another million of them. If our volunteers were paid this sector would account for nine percent of our economy. Yet rarely do the media or the public look at this sector as a whole."

"Why is this? For one thing, few people, including many in the sector, think about it as an entity. After all, the non-profit sector is wide-ranging and diverse, including hospitals, universities, environmental groups, sports clubs, animal shelters, community support groups, faith-based agencies, food banks, literacy organizations and more. But the common element is that they are all non-profit and they are an important part of Canada's identity."

One unique and defining characteristic of this country is the ideal that certain economic, cultural and social activities are undertaken for the benefit of all Canadians, and are not driven by the need to make a profit. Polls and surveys show that we resoundingly trust and appreciate the non-profit sector.

A few years ago, a small group of leaders from some of the 161,000 non-profit organizations across Canada got together and decided it was time to start thinking as a sector, to take a close look at what non-profits do, who they touch, who they deal with, how they communicate and how they can simply do what they do better. The result was a groundbreaking federally-supported effort called the Voluntary Sector Initiative.

The Voluntary Sector Initiative (VSI) is a capacity-building initiative between the federal government and the voluntary sector. It is scheduled to conclude its work in March 2006. The Forum (VSF), which oversaw the sector's involvement in the VSI, will now ensure that the capacity-building and federal policy dialogue continues. Start by reading about the sector's statistics on page 4, and visit: www.voluntary-sector.ca



The summary report, *Highlights of the National Survey of Nonprofit and Voluntary Organizations* is available as a free downloadable publication at www.nonprofitscan.ca. You can also request a print version of the full report (Cornerstones of Community) for \$20 by calling: 1-800-267-6677 or email: infostats@statcan.ca (catalogue #61-533-XPE)

Partnership Spotlight

Award-winning Literacy and Youth Justice project in Calgary

Information provided by Calgary Learning Centre.

In May, the Calgary Learning Centre was proud to receive the 2005 annual *Grant Spiro Memorial Award* from the Calgary Youth Justice Society, for their outstanding contribution towards youth justice initiatives. They shared the honour with Pat Ramsay, a volunteer with the Calgary Youth Justice Society, who sparked the idea of a partnership.

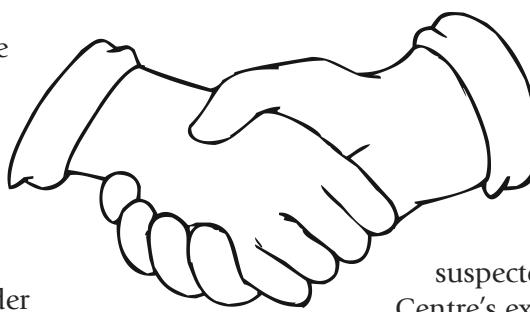
The Calgary Learning Centre (CLC), is a not-for-profit agency, that offers extensive programs and clinical services in the areas of literacy, learning disabilities, and Attention Deficit/Hyperactivity Disorder (AD/HD). The CLC's mandate is to build the capacity of communities, organizations, professionals, families, and individuals to meet the complex needs associated with learning difficulties. This is done through applied research, sharing knowledge and expertise, innovative resource and program development, and clinical services.

The Centre partnered with the Calgary Youth Justice Society to develop a strategy that would recognize and address youth in conflict with the law who have low literacy skills.

Research indicates that there is a strong link between low literacy skills and/or learning disabilities and the level of involvement of youth with the juvenile justice system. The presence of a learning disability most likely involves literacy concerns as well as other characteristics that increase the likelihood of delinquency. This is borne out in the adult criminal justice system where low literacy skills, and learning disabilities in particular, are disproportionately higher in adult prison populations compared to the general

population. It is estimated that 80% of inmates have learning disabilities.

Working with community and Youth Justice Committee volunteers, the Calgary Learning Centre conducted a needs assessment, surveyed local agencies, conducted focus groups to review communications materials and compiled a listing of local resources. They offered several well-received information sessions to volunteers and professionals involved with youth at risk.



It is clear that the Youth Justice Committees have great potential to assist youth and their families to access supports and interventions to address low literacy skills. Already the Centre has received referrals of several youths with suspected literacy issues. Because of the Centre's expertise, they are able to provide clients with screening and assessment by trained professionals.

Not only has awareness in Calgary increased as a result of this initial project, but there has also been interest from professionals across the country and beyond who are watching the project's success with interest.

The project gratefully acknowledges the funding provided by Human Resources and Skills Development Canada and the Alberta Community Initiatives Program.



You'll find a copy of the Executive Summary online at www.calgarylearningcentre.com (click on Programs, then click Justice) or you can request a full copy of the report by contacting Mary Cole at tel: 1-877-686-9300 or 403-686-9300.

Also check... the many useful resources in *Developing Successful Strategies for At-Risk Youth* by the Nunavut Literacy Council, available online at: www.nunavutliteracy.ca.

Family and Early Literacy

Resources for children and families



The Early Childhood Centre was established at the University of New Brunswick in 1991 to facilitate research and development in multiple aspects of early years education and care including early years schooling, family and community education and early intervention.

The Centre is pleased to announce the publication of their latest book, *Kisses, kisses, kisses* (\$9.35). This picture book follows the popular collection of seven in the *Books for Children and Families* series, geared for preschool and primary school children, their parents, and teachers. Drawing on the knowledge of authors, illustrators, mothers, and editors regarding quality children's literature and reading development, they have produced high quality books that:

- Support the emergent literacy development of young children through words and pictures.
- Honour and respect the literacies of the home.
- Provide information and support to parents in their role as a child's first teacher.

Research shows that repeated rhythmic language and familiar scenes are features that produce confident emergent readers and enable parents, who may be beginning readers themselves, to successfully share books with their children. Endnotes provide parents with examples of what they can do to encourage and extend their child's literacy learning.

The seven-book collection, the newest *Kisses* book and numerous other worthwhile resources can be purchased from the UNB Early Childhood Centre at tel: 506-453-5024 or email: eccentre@unb.ca or visit: www.unbf.ca/education/ecc. You can also order the books from Grass Roots Press or the New Readers Bookstore (see Resources section of this newsletter).

Partners make literacy a family affair

As the lead member of this Waterloo, Ontario partnership, Project READ Literacy Network runs two two-hour long family literacy workshops thanks to sponsorship from the local newspaper, *The Record*. Aimed at parents and caregivers, the workshops are:

- * *First Steps*: focused on children from newborn to five years of age to provide an overview of "literacy-rich" strategies that can be used at home
- * *Next Steps*: focused on ages six to eight, to help parents support their school-aged children.

A pair of paid facilitators lead the workshops, the host site arranges child care, and the Literacy Network provides a resources package and snacks (sometimes Starbucks donates coffee).

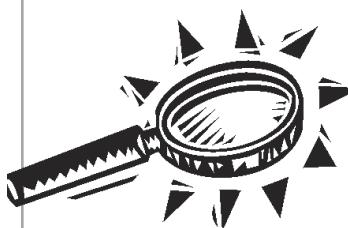
Project Read is also involved in another family literacy partnership called *Get, Set, Learn*. Together with the Region of Waterloo Social Services Department, they offer an 8-week program in 3 locations in Waterloo Region, for parents on Ontario Works (social assistance). The goal of the program is to help parents get their children ready for school and to support parents with their own learning and education. Other partners in this project include the Kitchener Early Years Centre, a neighbourhood centre, and a local church which provides space and childcare during these sessions.

All of Project READ's family literacy programs are based on *Literacy is a Family Affair*, a facilitator's guide to delivering family literacy in the community. The guide can be borrowed or purchased (\$45) from the AlphaPlus Centre at tel: 1-800-788-1120 or visit: www.alphaplus.ca.



For more project information, contact Lorri Sauve at tel: 519-570-3054 or email: info@projread.ca or visit: www.projectread.ca.

Research Spotlight



In this section we feature research highlights from the Directory of Canadian Adult Literacy in English. This comprehensive online resource is constantly being updated to improve coordination and information-sharing among Canadian literacy practitioners and researchers. **Find completed research as well as research in progress in the Directory at www.nald.ca/crd/start.htm.**

Coping strategies of successful students

Adult basic education students are often juggling the multiple demands of school, work, and relationships. These demands, coupled with limited financial income, contribute to the students' levels of stress. Yet, despite the many difficulties they face in their day-to-day lives, many students persist and complete their schooling. Marvin Bjornstad examined the coping strategies used by highly stressed, but successful students enrolled in a college ABE program.

ABE program coordinators from three campuses located in small Alberta towns selected 10 ABE students who were successfully completing the semester, despite enduring significant stress in their lives. They ranged in age from 20 to 40; there were nine females and one male.

A Life Stress Questionnaire was administered to each of the ten participants, in order to confirm their stress levels. According to the results of the Life Stress Questionnaire, the participants in this study were very stressed. The scores of the younger female students indicated higher levels of stress than the older women. Significant relationship problems; financial difficulties; personal illness; and health problems and the death of a close family member ranked as the highest stresses in the lives of the ten students.

Marvin interviewed each of the participants, engaging them in a discussion about their coping strategies, using a list of nine strategies as a way to elicit responses (see Table 1). The findings indicated that the older students used

significantly more strategies than the younger students to cope with their crises. Overall, the most common coping strategies were using humour and seeking advice from others.

Table 1. Coping Strategies Used By Students

Coping Strategy	Number of Students
Using humour	7
Getting advice	7
Planning	6
Rearranging priorities	6
Using ritual	5
Positive self-talk	5
Asserting yourself	3
Brainstorming	3
Compromising	3

The students also used their support systems including school support to get them through a crisis. The findings revealed that parents were the key supports; they listened, helped with chores, and in some instances, provided monetary support. For many, the ABE program was a refuge or getaway from their stresses at home. Among the women, spousal support ranked as the lowest form of support.

Although this study generated many conclusions and implications, it is clear that the general student population would benefit by being aware of some coping strategies. ABE programs could use discussion and role play to help develop students' use of these coping strategies.

Bjornstad, M. (2002). *Strategies used by successful, highly stressed students in a college ABE program*. Unpublished Masters Thesis. St. Francis Xavier University. Antigonish, NS.

Resources



From Grass Roots Press

The following resources are available from Grass Roots Press. You can request a catalogue or order these items at tel: 1-888-303-3213 or visit: www.literacyservices.com.

Math Works

This highly acclaimed television series is now available in CD or DVD for use at home or in the classroom to upgrade basic math skills. Each of the ten 24-minute lessons on basic numeracy features:

- A specific math concept with real life examples and street interviews
- Teacher tips
- Interviews showing people using math in their jobs
- Trivia and challenges for families to try together
- A thorough review to recap the skills at the end of each lesson
- Study guide with tips and practical exercises.



The program developed by Literacy Partners of Manitoba is user-friendly and simple to manipulate. You can even preview a sample lesson at www.mathworkstv.com.

Cost: \$64.95 (CD-ROM) or \$124.95 (DVD).

Literacy Happens

Adult literacy educators who deliver presentations and workshops to members of community organizations and agencies will appreciate this manual. Literacy Happens provides background information on family literacy, emergent literacy, and adult literacy. This information can be used to present literacy awareness workshops to a range of audiences. The manual also provides prototype workshops, with instructions and

activities for making the workshop interesting and participatory. The manual provides sample one-day and half-day workshops that can be used with health care providers, daycare workers, public organizations, and school communities. The appendices contain overheads and handouts necessary to make the workshops successful. (150 pp.) Price \$24.95.



Claiming our Place: A workbook to help women become active in the community

The purpose of this workbook is to help foster pride and confidence in women as they make changes in their lives and become more involved in their communities.

The workbook reinforces the importance of women respecting themselves so they take care of spirit, mind, and body. Sections of the workbook can be read for information, used by a tutor for one-on-one sessions or used to start discussions in group sessions. The workbook can also be used as a model to follow when looking for paid or volunteer work. (160 pp.) Cost \$19.95.



From New Readers Bookstore

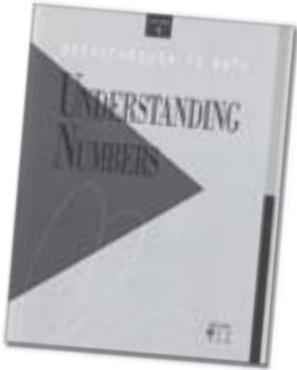


The following resources are available from the New Readers Bookstore of Laubach Literacy of Canada. Request a catalogue or order these resources at tel: 1-877-634-1980 or email: newreadersbookstore@nb.aibn.com.

Breakthrough to Math

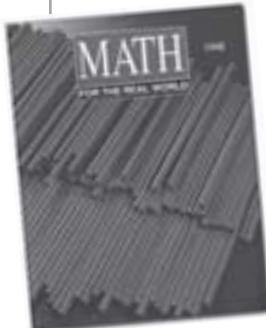
This four level program includes:

- Level 1: Basic Skills with Whole Numbers
- Level 2: Fractions, Decimals and Percents
- Level 3: Algebra
- Level 4: Geometry.



It is an excellent series for students with math anxiety and for those who need an immediate sense of accomplishment. Features one skill per book, teacher's guides and workbooks for each level.

Math for the Real World



This two volume adult math program helps students grow in number sense as they gain the practical and necessary basic math skills needed for everyday life. *The Teacher's Guide* contains pre-tests, objectives and comprehensive post-tests.

From Other Publishers

Clear Language and Design

Clear Language and Design (CLAD) is a public education program of Toronto's East End Literacy, a non-profit organization that helps adults learn to read and write and educates the public about literacy issues. For ten years, CLAD has provided professional editing, writing, training, and

consulting on a fee for service basis. They use their skills as communication experts and adult educators to help others reach the widest possible audience. Services include:

- Health, financial and workplace editing
- Editing for the web
- Readability assessment and usability testing
- In-house training
- Design consultation.

Since we all need a friendly reminder about our language from time to time, why not subscribe to CLAD's free newsletter which is sent electronically three times a year?

The latest issue highlighted an award to Amex Canada for their improved intranet readability. For this and more inspiration, contact Sally McBeth at tel: 416-968-7227 or email: clad@idirect.ca or visit: www.eastendliteracy.on.ca/ClearLanguageAndDesign.

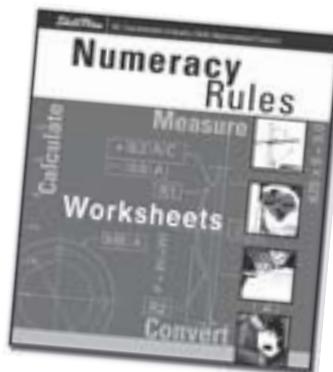


Numeracy Rules

Introducing the Numeracy Rules Kit for practicing the numeracy skills used by apprentices and journey workers in the construction industry.

The kit is produced by SkillPlan, the BC Construction Industry Skills Improvement Council which is a nationally recognized leader in the field of workplace education. The kit includes a Pocket Guide for quick reference that can be used on the job or

in the classroom. It also has unique rulers that are designed to help with measuring, fractions and conversions. The kit also contains a binder of worksheets featuring exercises on everyday numeracy tasks. Cost: \$25 plus tax and shipping. For information on this or other essential skills resources and initiatives, contact SkillPlan at tel: 604-436-1126 or visit: www.skillplan.ca.



New and Noteworthy

Look. Men read. See men read.



The public library supporters in the rural community of Westerose, Alberta (50 miles southwest of Edmonton) have come up with an innovative FUNdraising scheme. Twelve daring men have posed for tastefully nude photos

along with their favourite books reflecting a diverse range of interests and activities.

The members of the Lakedell Area Community Library Society—all female and a mere twelve in number—needed a major fundraising effort to come up with money for a building to house their library which is currently located in a trailer. They were inspired after seeing the movie *Calendar Girls*. After careful consideration, the gutsy volunteer board decided to embark on their ambitious scheme to raise \$40,000.

Finding males models was no problem. In fact, there are still willing volunteers wondering why they weren't included! Even the photographer and art director donated their time. The group has already managed to recoup their production costs and hope that interest and sales continue to be strong. There have been some negative reactions along the way but the support has been overwhelming.

According to two of the organizers, Audrey Shillabeer and Janet Hutsulak, the key to success for a project like this is to start early. The photo shoots for this 2006 calendar took place in August 2004. It was then released with much fanfare on April Fools day 2005 and sells for \$20.



The men who revealed their love of reading for this effort are real people from the area. They come in all ages, shapes, sizes and from all walks of life. As far as organizers are aware, this type of initiative has never been used to encourage reading especially with the twist of featuring males.

Lakedell's calendar guys campaign is sure to promote reading among men and women alike! Order yours today.

Although the tiny library is not set up to process credit cards, they will gladly accept cheques and money orders for \$20 per calendar (plus \$4.95 shipping). Bulk orders have a better shipping rate. For more information contact Audrey Shillabeer at tel: 780-586-0000 or (3778) or email the Lakedell Public Library at: ldlibrary@incentre.net.

NALD Weekly Update

Have you ever wished that you could effortlessly keep informed about valuable literacy resources and information? A new service developed by The National Adult Literacy Database (NALD) has made it easier for users to stay informed. Members of the literacy community are invited to subscribe to NALD's free service of weekly updates. Designed to provide accurate and timely information, subscribers will be notified about new resources added to NALD's *Full Text Documents* and *Literacy Collections*, new websites of literacy and literacy-related organizations, the latest learner's story in *Story of the Week*, *Headline News* items and recently published national and provincial/territorial literacy newsletters. Available in separate English and French versions, these updates are intended to make it easier for all users to stay informed about changes and additions to the NALD website. Sign up for the free weekly update at <http://www.nald.ca/update/> and share this information widely among your literacy colleagues.



New Plan, President and office for Laubach

This spring, Laubach Literacy of Canada officially opened its new national office in Ottawa. Three months later, in Moncton, NB, LLC's Board of Directors welcomed Pam Iype as a newly-elected President who will lead the organization for the next two years.



Pam Iype, President of Laubach Canada

LLC's move to Ottawa and closing of the Development Office in Bedford, Quebec marked an important shift toward the "new" Laubach, as outlined in their 10-year Strategic Plan.

The new team at LLC's national office includes: Gay Hamilton as Executive Director, Debra Huron (Communications and Liaison Officer), Cheryl Ledgerwood (Volunteer and Student Support Officer), Elaine Quehl (Office Coordinator). Two staff at the New Readers Bookstore complete the roster, along with a contract employee who was hired to develop marketing and publishing functions for the Bookstore.

Founded in 1970 and incorporated in 1981, LLC trains volunteer tutors to work one-on-one with adult literacy students. Its New Readers Bookstore, based in Saint John, New Brunswick, sells resources for literacy practitioners and books for adult students.

Other changes heralded by the Strategic Plan include a new Student Caucus made up of Laubach students from across the country. In June, the Caucus elected a National Student

Representative, Gary Porter, to the Board of Directors for a 2-year term.

Find out more about LLC at www.laubach.ca.

A New Resource for Charities at Canada Revenue Agency

If your organization is finding that communication with Canada Revenue Agency is a bit too "challenging," or you can't seem to get a clear answer to your questions, you can now contact the CRA Charities Representative. This person acts independently to address issues that, for one reason or another, can't be dealt with through regular channels.

These issues can include complaints about the level and quality of service from CRA, the impression of unfair treatment by CRA, and information requests. The Charities Representative does not replace any of the existing communication process; but it does give charities another source of potential help and advice.

For more information about the Charities Representative, please contact http://www.cra-arc.gc.ca/tax/charities/resolutions/service_issues-e.html.

Update your bookmarks!

The US-based National Center for the Study of Adult Learning and Literacy (NCSALL) is pleased to announce the launch of its new web site now at www.ncsall.net.



net. Not only is the name easier to remember, but the site has been completely redesigned and reorganized. Be sure to bookmark this gateway to useful research and resources at: www.ncsall.net.

Find Out More

In May 2005, Statistics Canada released *Learning a Living: First Results of the Adult Literacy and Lifeskills Survey (ALL)*. This 273 page document is freely downloadable from the Statistics Canada website at www.statcan.ca (search for document #89-603-XWE) or the National Adult Literacy Database at www.nald.ca. Print copies can be purchased for \$64USD from www.oecdbookshop.org.

The national comparative report of the International Adult Literacy and Lifeskills Survey, which will include provincial/territorial-specific data, is to be released on November 9th. Detailed analysis of the data will continue to emerge over the months and years to come. Visit MCL's website at www.literacy.ca for:

- ▶ background information,
- ▶ links to the reports,
- ▶ responses to the findings.



Coming Events

September 8, 2005

International Literacy Day

Canada and world-wide

Check: <http://www.hrsdc.gc.ca/en/hip/lld/nls/Resources/ild.shtml>.

September 8-14, 2005

International Adult Learners Week

Canada and world-wide

The Canadian Commission for UNESCO is helping coordinate Canadian celebrations of International Adult Learners Week. Visit: www.unesco.ca.

Thursday, September 29, 2005

Raise a Reader Day

Canada-wide

In 2004, the national Raise a Reader campaign raised over \$1.66 million in funds that were donated to literacy organizations in the communities where the funds are collected. For more information on this initiative developed by the Canwest Global Foundation, visit: www.raiseareader.com.

Thursday, October 27, 2005

Literacy Action Day

Ottawa, ON

Contact MCL for details at 613-563-2464 or go to: www.literacy.ca.

Planned for June 2006

Moving Forward: A National Summit on Libraries and Literacy

Ottawa, ON

This summit will be a pre-conference event for the 2006 Annual Conference of the Canadian Library Association. For more information, contact Greg Kelner at email: gkelner@tpl.toronto.on.ca.

Movement for Canadian Literacy

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The Movement for Canadian Literacy is a national non-profit organization representing literacy coalitions, organizations and individuals from every province and territory. Our mission is to be a national voice for literacy for every Canadian.

Our member coalitions:

Literacy Alberta
Literacy BC
Newfoundland and Labrador (pending)
Literacy Nova Scotia
Literacy Partners of Manitoba
Literacy Partners of Quebec
New Brunswick Coalition for Literacy
NWT Literacy Council
Nunavut Literacy Council
Ontario Literacy Coalition
PEI Literacy Alliance
Saskatchewan Literacy Network
Yukon Learn

The **literacy.ca** newsletter is a vehicle for literacy workers and supporters to share information, ideas, resources and research on emerging literacy issues. We welcome letters to the editor, articles, photos and suggestions for future issues as well as feedback on what you find in these pages. The views expressed in **literacy.ca** are not necessarily those of MCL, its Board of Directors or the editor, but are published to stimulate discussion on a range of adult literacy issues.

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